



## Refund Policy

### Introduction

The RTO is committed to ensuring fair and reasonable refund practices are in place for all enrolling students.

In accordance with the requirements of the Standards for RTOs 2015, The RTO will:

- a) implement and maintain policies and procedures for fair and reasonable refund of fees paid; and
- b) refund fees and charges paid by individuals and/or organisations in line with this policy and procedure.

Refunds and or Transfer of enrolment may be different depending on the course enrolled in / paid for. Where a difference applies or is specifically for a certain course type, this will be stated below.

A reference to “The RTO” may also be a reference to the RTO as a Boatsafe Training Organisation or an Authorised Provider.

Where there is a reference to “ASQA regulated courses” these courses are those that are accredited / nationally recognised, leading towards a Statement of Attainment for one or more Units of Competency or a Skillset, or a Qualification inline with the Australian Qualifications Framework.

Where there is a reference to “non-ASQA regulated courses” these courses are those that are non-accredited, including but not limited to courses that are regulated by a State Government, for example the Recreational Skippers Ticket courses as authorised by the Department of Transport WA (DoT) and BoatSafe Recreational Marine Drivers Licence or Personal Watercraft (PWC) Licence courses as authorised by Maritime Safety Queensland (MSQ).

### Accessing Refunds

For ASQA regulated courses that are delivered by correspondence, the course commencement/start date is considered to be 2 days after enrolment into the course, or on the day that the correspondence kit has been mailed/posted/sent, or provided to you, whichever comes first.

For all other ASQA regulated courses, the course commencement/start date is the date of the course commencement.

For non-ASQA regulated courses (including courses that may be recognised or regulated by state-based authorities), the commencement/start date is the date booked for the face to face session.

For all relevant courses that include a start time, the start time will be taken as the time as confirmed within the booking confirmation email.

### Cancellation

If you provide written notice of cancellation from a course to our team at [admin@perthboatschool.com.au](mailto:admin@perthboatschool.com.au) with 10 or more business days’ notice before the start date of your course, you will be eligible for a full refund with the exception of a \$30.00 administration fee.

If you provide written notice of cancellation from your course to our team at [admin@perthboatschool.com.au](mailto:admin@perthboatschool.com.au) with 5 to 10 business days’ notice before the start date of your course, you will be eligible for a refund equal to 50% of the total course cost that you have paid to The RTO.

If you provide written notice of cancellation from your course to our team at [admin@perthboatschool.com.au](mailto:admin@perthboatschool.com.au) with less than 5 business days’ notice before the start date of your course, no refund will be given.

### Rescheduling

If you would like to reschedule your course with less than 5 business days’ notice before the start date of your course, a \$50.00 administration fee will apply to all non-ASQA regulated courses, or a \$200.00 rescheduling fee for ASQA regulated courses.



## Refund Policy

### For ASQA Regulated courses delivered via correspondence:

The RTO will allow you to request to reschedule your Final Practical and/or Assessment or face to face session on one (1) occasion, up to 10 days after the kit is posted or provided to you. This will be free of charge provided that notification of your request to reschedule is received five (5) or more business days' before your Final Practical and/or Assessment or face to face session.

Following the 10 day period after the kit is posted or provided to you, there will be a \$100 fee each time you request to reschedule the date of the Final Practical and/or Assessment or face to face session.

If you would like to reschedule with less than 5 business days' notice before the Final Practical and/or Assessment or face to face session, a \$200.00 rescheduling fee will apply.

### Other

If you do not provide us with any written notice before your course commencement and do not attend your course, or if you are more than 15 minutes late, or do not have the required materials as advised on the website and/or in the written communications prior to the course date, a 50% rescheduling fee will apply, and no refund will be given.

If you do not attend your course or if you are more than 15 minutes late, no refund will be given.

If you are to reschedule your course with less than 10 business days' notice before the start date of your course, and then provide written notice of cancellation from your new course date/time, no refund will be given regardless of the notice provided to the RTO.

For non-ASQA regulated courses, the RTO will allow two (2) date or time changes to a booking before cancelling the student with no refund. In circumstances where a trainer allows more postponements, this does not negate this clause of the refunds policy and students that abuse this will be cancelled with no refund.

The rescheduling fee may be waived at the absolute discretion of the CEO of The RTO, for example in instances of family emergency or illness, with appropriate evidence (e.g., Medical Certificate) provided.

The RTO does not offer a cooling off period. Please ensure that you choose your course wisely and contact our team for advice prior to enrolment if you have any questions.

If the RTO cannot provide your chosen course on the date that you are enrolled to commence, and cannot reschedule you to another date, you will receive a full refund.

The RTO promises to let you know as soon as possible if there are any changes made to your course. The RTO reserves the right to cancel or reschedule any course, for example due to unavailability of a trainer or minimum numbers to perform the course are not met.

We understand that sometimes there are unavoidable extenuating circumstances that cannot be avoided. Discretion can be used by our RTO's management team and generally in cases such as these you will be given the ability to reschedule your course without incurring a fee.

The Chief Executive Officer or the Business and Compliance Manager may authorize a refund of fees should they feel the situation requires it.

Please note that there may be other fees and charges mentioned throughout the document that are not specifically mentioned here.



## Refund Policy

### Related Documents

- Badge Marketing Policy and Procedure
- Badge Complaints and Appeals Procedure

Title	Badge Refund Policy			
Description	Refund Policy – Standard 5.3			
Created by	Peter Basell			
Date created	21/01/22			
Approved by	Jacob Gliddon			
Version #	Modified by	Modifications made	Date Modified	Status
3.0	Peter Basell	Badge Upgrade	21/1/22	Archived
3.1	Jacob Gliddon	Minor Changes	11/02/22	Archived
3.2	Jacob Gliddon	Updated to clarify wording inline with original intent following staff feedback)	22/03/2022	Archived
3.3	Lisa Beanland	Updated to clarify wording inline with original intent following staff feedback)	28/03/2024	Current
Reviewed by	Modifications made		Approved by	Date
Jacob Gliddon	Addition to the definition of “The RTO”		Jacob Gliddon	28/03/2024